

K. Chad Burgess
Director & Deputy General Counsel
Dominion Energy Southeast Services, Inc.

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DominionEnergy.com



June 22, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Actions in Response to COVID-19
Docket No. 2020-106-A

Notice of Planned Return to Normalized Operations and Notice of
Special Installment Plan

Dear Ms. Boyd:

By letter dated May 22, 2020, Dominion Energy South Carolina, Inc. ("DESC" or "Company") informed the Public Service Commission of South Carolina ("Commission") that it was in the process of returning to normalized operations, and as part of its May 22 letter, the Company also informed the Commission that it had not yet decided when it would resume disconnection of service for non-payment, reinstitute late-payment charges, or restart charging a reconnection fee to those customers whose service had been disconnected for non-payment. The purpose of this letter is two-fold. First, DESC is hereby informing the Commission of the Company's plans to return to normalized operations by reinstating disconnection of service for non-payment and resuming late-payment charges and reconnection fees. Second, DESC is hereby informing the Commission that the Company has launched another payment plan option for the benefit of its retail electric and natural gas customers to assist them with paying their bills and that Dominion Energy has donated another \$500,000 to help qualified low-income, disabled and elderly customers with bill assistance for their electric and natural gas services.

Returning to Normalized Operations. On March 12, 2020, DESC ceased disconnecting electric and natural gas service to its customers for non-payment and as a result, the Company's customers have not needed to worry about having their electric or natural gas service disconnected for non-payment during the COVID-19 crisis. For those electric and natural gas residential customers whose service had been disconnected for non-payment before March 12, 2020, the Company also waived

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the reconnection charge when the customer sought to have their service restored. On March 16, 2020, and pursuant to Commission Order Nos. 2020-228 and 2020-229, the Company also began waiving late-payment charges for those customers who had not paid their bills in a timely manner.

With the issuance of Commission Order No. 2020-374, DESC understands that it may resume disconnection of service subject to certain conditions, reinstitute late-payment charges, and restart reconnection fees. By letter dated May 22, 2020, DESC informed the Commission that the Company had not yet decided when it will resume these activities but would notify the Commission, the South Carolina Office of Regulatory Staff (“ORS”), and its customers when a decision on these matters had been reached.

As of the date of this letter, the Company intends to resume disconnection of service, reinstitute late-payment charges, and restart reconnection fees no earlier than **September 14, 2020**. While the State of South Carolina is beginning to return to normal operations, the Company recognizes that its customers continue to face financial challenges which is why DESC is extending its no disconnection policy until September 14, 2020, and continuing to waive late-paying charges. By extending the Company’s no disconnection policy until September 14, 2020, this will allow DESC sufficient time to communicate with its customers of its planned actions and also continue to promote the multiple options available to customers to pay their account balances. The Company will continue to monitor the impacts of COVID-19 and in the coming months, DESC will evaluate whether any additional steps need to be taken regarding these issues.

Special Installment Plan. As stated above, DESC has multiple payment options for its customers; however, the Company has created another option to add to its portfolio of payment plans. The Company refers to this payment option as its Special Installment Plan, which is designed to assist customers with paying off account balances that a customer may have incurred during the COVID-19 pandemic.¹ The Company launched the Special Installment Plan on June 5, 2020, and below are the key provisions of the plan.

Availability. The Special Installment Plan is available to any customer who is not currently participating in a long-term payment plan such as a deferred payment plan or budget billing.

¹ The Special Installment Plan is not a Deferred Payment Plan, which a utility is required to offer a customer prior to disconnecting service. See S.C. Code Ann. Regs. 103-352(c) and 103-452(c); see also Commission Order No. 2020-374.

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Enrollment. A customer may enroll in the Special Installment Plan online at www.dominionenergysc.com, through the Company's automated voice response system, or by using the Company's mobile app. Customers may also enroll in the plan by speaking with a customer service representative.

Billing Statement. For those customers who enroll in the Special Installment Plan, the amount of the installment due will be displayed on the customer's monthly billing statement along with the total amount paid under the Special Installment Plan as well as the remaining balance due under the payment plan. Attached to this letter for illustration purposes only is an example of a customer's billing statement depicting how the Special Installment Plan information will be displayed on a customer's bill.

Termination. If a customer fails to make a payment under the Special Installment Plan, then the customer will become subject to disconnection when DESC resumes disconnection for non-payment of service.²

Customer Communication. DESC is currently informing its customers of the availability of the Special Installment Plan through multiple modes of communication. For example, DESC is displaying information on its webpage at www.dominionenergysc.com regarding the availability of the Special Payment Plan as well as other payment plan options available to customers. Additionally, for its June bills, the Company is including a bill insert advising customers of the availability of bill payment arrangements and the flexibility of those payment plans. The June bill insert also advises customers of other financial assistance programs available and invites customers to the Company's website if they wish to learn how to save on energy use.

EnergyShare. The Company would also like to take this opportunity to inform the Commission and ORS that Dominion Energy is contributing another \$500,000 to EnergyShare to help qualified low-income, disabled and elderly customers with bill assistance for their electric and natural gas services. This amount is in addition to the \$250,000 donation that Dominion Energy made to the EnergyShare program on May 19, 2020. As the Company has reported to the Commission and ORS in the past, funds donated to the program will be allocated

² As stated in footnote 1, the Special Installment Plan is not a Deferred Payment Plan as contemplated under S.C. Ann. Regs. 103-352(c) and 103-452(c). Prior to disconnecting service, the Company will be required to offer a customer subject to disconnection a Deferred Payment Plan. *See also* Commission Order No. 2020-344(A) (authorizing utilities to offer deferred payment plans longer than six months); *see also* Commission Order No. 2020-374 (allowing utilities to resume disconnection of service subject to certain conditions).

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among the 12 community action agencies in DESC's service territory. In addition to Dominion Energy's corporate contribution, which is funded by shareholder dollars, the South Carolina Office of Economic Opportunity will also continue to receive a monthly check for EnergyShare program funds through voluntary donations from the Company's customers, employees and retirees.

DESC knows that these are difficult times, and it is pleased to offer the Special Installment Plan option to its customers. Likewise, Dominion Energy is pleased to continue supporting EnergyShare. As South Carolina presses forward during the pandemic, DESC will stand by its side to ensure that the power stays on, the gas continues to flow, and that customers in need receive the assistance necessary to get through this crisis.

By copy of this letter, DESC is notifying the South Carolina Office of Regulatory Staff of the Company's actions referenced above.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms
Enclosure

cc:	Jeffrey M. Nelson, Esquire	Heather Shirley Smith, Esquire
	Alexander W. Knowles, Esquire	John M.S. Hoefer, Esquire
	Becky Swearingen, Esquire	Katherine N. Lee, Esquire
	Carri Grube-Lybarker, Esquire	Katie M. Brown, Esquire
	Charles L.A. Terreni, Esquire	M. John Bowen, Jr., Esquire
	Frank R. Ellerbe III, Esquire	Margaret M. Fox, Esquire
	Rebecca J. Dulin, Esquire	Roger P. Hall, Esquire
	Samuel J. Wellborn, Esquire	Scott Elliott, Esquire
	T. Richmond McPherson III, Esquire	Thadeus B. Culley, Esquire
	(all via electronic mail only)	

CUSTOMER SERVICE

ACCOUNT NUMBER

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1-800-251-7234

STATEMENT DATE

DATE DUE

AMOUNT DUE

Jun 9 2020

Jun 30 2020

\$261.80

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

NORTH COLUMBIA OFFICE, 3000 HARDEN ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

THE MAILROOM, 1505 CHARLESTON HWY, WEST COLUMBIA SC 29169

WINDY MOUNTAIN, 518 BELTLINE BLVD, COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Electric Charges

RATE PLAN

008 - Residential Service

METER READING

Electric Meter read on 06/05/20 at 08:57 am
(Next scheduled read date 7/8/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001111111	5/5/20 - 6/5/20	31	26161	- 24953	X 1 =	1,208
Basic Facilities Charge						9.00
First 800 kWh X \$ 0.116020						92.82
Next 408 kWh X \$ 0.127880						52.18
Renewable Energy Resources						1.00
Tax Rider						-4.76
Franchise Fee 5.00% Paid To The City Of Columbia						7.51
Total Electric Charges						\$157.75

ADJUSTMENTS

Balance Moved to Special Installment Plan	-624.31
Total Adjustments	-\$624.31

Installment Charges & Rebates

Special Installment Plan Billing - Installment 1 of 6	\$104.05
Total Installment Charges & Rebates	\$104.05

Special Installment Plan
Special Installment Plan Billing

Total Amount	\$624.31
Total Payments/Credits	-0.00
Remaining Balance	\$624.31

There are 5 remaining unbilled installments on your contract of 6 installment payments.

CUSTOMER SERVICE

ACCOUNT NUMBER

Page 3 of 3

1-800-251-7234

STATEMENT DATE

DATE DUE

AMOUNT DUE

Jun 9 2020

Jun 30 2020

\$261.80

Our customer service department will be closed Friday, July 3, in observance of Independence Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

If you have fallen behind on your bill, It is important to set up a payment arrangement. We're here to help. Please check your bill statement (paper or online) for a possible payment arrangement and the details of the plan. If you need to contact us directly about your bill or the arrangement offered, please call 1-800-251-7234.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.